

Position Description: Section A

State of Minnesota Board of Water & Soil Resources		EMPLOYEE NAME:	EMPLOYEE ID:
ADMINISTRATION/DIVISION: Regional Operations/Central Region		ACTIVITY: Administrative Support	
CLASSIFICATION TITLE: Office and Administrative Specialist, Intermediate	WORKING TITLE (if different): Office Administrative Specialist	POSITION NUMBER: 01121222	
PREPARED/REVISED BY / DATE: Kevin Bigalke/Nicole Miner	PREVIOUS INCUMBENT:	APPRAISAL PERIOD: From: July 1 To: June 30	
EMPLOYEE SIGNATURE (this position description accurately reflects my job):	DATE:	SUPERVISOR'S SIGNATURE (this document reflects the employee's current job):	DATE:

POSITION PURPOSE:

This position provides administrative and office support, in addition to managing the day to day operations for the following program areas: Central Region, Land & Water Management, Programs & Policy Division: Buffer & Soil Loss Programs and Organizational Effectiveness Division (OED). This position will also assist in the purchasing functions for the areas of Central Region, OED and Buffer & Soil Loss Programs.

REPORTABILITY:

Reports to: Central Region Manager

Indirectly to: OED Manager, Chief Financial Officer, Buffer & Soil Loss Program Operations Supervisor

Supervises: n/a

DIMENSIONS:

Budget: n/a

Clientele: Board of Water and Soil Resources Staff, Soil and Water Conservation Districts (SWCD), Watershed Districts (WD), Counties, Cities, Staff of Local, State, and Federal Agencies, General Public

Position Description: Section B

PRINCIPAL RESPONSIBILITY #1 60% PRIORITY: A DISCRETION: A

Provide administrative assistance and support to the Central Region Manager and staff, OED Manager and staff, and Buffer & Soil Loss Operations Supervisor.

TASKS:

- A. Provide administrative duties such as typing correspondence, answer phones, screening calls, scheduling meetings, and maintaining calendars. Schedule meetings and conference calls with internal staff and outside agency staff, making sure appropriate staff are notified. Gather and organize materials and information for meetings attended by the above managers/supervisors, committees and teams. Expedite proper responses of inquiries from other agencies, internal staff, regulated industries and the general public.
- B. Plan, organize and act as main contact to venues for regional staff meetings & other events as needed.
- C. Review itineraries and expense claims for consistence and accuracy prior to Central Region Manager, OED Manager and Buffer & Soil Loss Operations Supervisor review.
- D. Respond to technical questions related to the four program areas. Direct questions to appropriate staff as necessary.
- E. Create and generate support documents for use in trainings and meetings as directed and/or approved by Central Region Manager, OED Manager and Buffer & Soil Loss Operations Supervisor.
- F. Coordinate conference room reservations and catering arrangements as requested in compliance with Administrative procedure 4.4.
- G. Assist staff with technical issues and submit necessary work orders, such as a MN.IT ticket to address issues.
- H. Implement and assist staff in maintaining compliance with the BWSR records retention plan.
- I. Collect, organize, and update current addresses, titles, phone numbers, and other pertinent information of agencies, individuals, organizations, political bodies, committees, and BWSR personnel. Information is maintained in BSuite, Outlook Contact Management and eLINK.
- J. Research and respond to requests for program specific and agency-wide information.
- K. Monitor and maintain office supply stock and order other supplies and equipment as needed for Central Region, OED and Buffer & Soil Loss Programs.
- L. Finding meeting locations & copying/sending committee packets for Grants Program & Policy, Water Management and Strategic Planning and Buffer and Soil Loss Committees, and Central Region Committee.
- M. Enter updates and changes into Contact Management system, run current address reports, share update e-mail addresses. Assist staff in using Contact Management.
- N. Provide confidential support for the implementation of the Buffer and Soil Loss Programs by maintaining receipt of Notifications of Noncompliance, Corrective Action Notices, Administrative Penalty Orders, Appeals, and other regulatory correspondence.
- O. Work with Buffer and Soil Loss staff to prepare and send Corrective Action Notices, Administrative Penalty Orders, Appeals and other regulatory correspondence.
- P. Suggest and implement improvements to the efficiency of daily operations within the office and region.

Performance Indicators:

- 1) Administrative support tasks are performed correctly, in a timely, efficient manner, according to state laws and BWSR rules, policies, and guidelines
- 2) Support materials are prepared correctly and on time and are of high quality.
- 3) Communications with staff are effectively maintained.
- 4) Office administrative procedures are implemented consistently in all offices.

PRINCIPAL RESPONSIBILITY #2 20% PRIORITY: A DISCRETION: A

Perform as the lead for state-wide program support for the Land & Water Management Section and Buffer & Soil Loss Program

TASKS:

- A. Setting up training locations & registering/tracking attendance for PTMApp training and 1W1P orientations.
- B. Log/track invoices on contracts that Regional Operations maintain for eLINK, PTMApp, and USDA Contribution Agreements.
- C. Database entry related to agency Drainage Water Management and Cooperative Weed Management programs.
- D. Maintaining enforcement access database for Buffer and Soil Loss Program.
- E. Maintaining BuffCAT user information and perform updates to buffer & soil loss portion of BWSR website.

Performance Indicators:

- 1) Administrative procedures are followed.
- 2) Work is completed within the requested deadline.
- 3) High level of accuracy is achieved in data and spreadsheet entries.

PRINCIPAL RESPONSIBILITY #3 15% PRIORITY: A DISCRETION: A

Perform accounting and purchasing functions for the Central Region, OED and Buffer & Soil Loss Program/statewide meetings and trainings.

TASKS:

- A. Prepare purchase requests for Central Region Manager, OED Manager and Buffer & Soil Loss Operations Supervisor's approval by obtaining required support documents (i.e. special expense requests, internal requests for goods and services forms) and ensure adherence to State and agency purchasing policies and procedures. Maintain purchasing records for each Section.
- B. Monitor program area expenditures and coordinate with Chief Financial Officer.
- C. Process staff Special Expense Requests, Internal Requests for Goods and Services, travel logs, supply orders, etc.
- D. Maintain Local Purchasing Authority Certification.
- E. Prepare documents related to the procurement of goods and services related to the coordination of meetings and trainings as directed and/or approved by Central Region Manager, OED Manager, & Buffer and Soil Loss Operations Supervisor, and in consultation with Chief Financial Officer.
- F. Perform SWIFT documentation requirements.
- G. Communicate with Contracts Accountant on status of contracts.
- H. Receive bidding venue locations, working with agency contract to organize meeting arrangements, contacting staff to develop meal and lodging list, creating the internal paperwork and purchasing in SWIFT.
- I. Maintain compliance with ALP Federal and state laws while coordinating meetings.
- J. Participate in Finance and Accounting Unit meetings, as necessary.

Performance Indicators:

- 1) Deliverables are clear, concise, accurate, high quality and completed in a timely manner.
- 2) Administrative procedures are followed.
- 3) Work is completed within the requested deadline.

PRINCIPAL RESPONSIBILITY #4 5% PRIORITY: A DISCRETION: A

Perform other duties as assigned to ensure the smooth functioning of the agency and maintain the reputation of the agency as a viable business partner.

TASKS:

- A. Provide front desk backup as needed. Answer incoming calls, open and sort mail for the agency, greet guests.
- B. Attend workshops and/or trainings as directed and/or approved the Central Region Manager.
- C. Attend and participate in programs leading to professional designation or accreditation.
- D. Participate in workgroups or teams as requested.

E. Other duties as assigned by the Central Region Manager, and in consultation with the OED Manager & Buffer & Soil Loss Operations Supervisor.

Performance Indicators:

- 1) Current knowledge of the latest technological capabilities of software programs to enhance capabilities of assistance to staff.
- 2) Additional professional designation and accreditations obtained.
- 3) Completes other duties as assigned on time and correctly.

NATURE AND SCOPE (relationships; knowledge, skills and abilities; problem solving, creativity; and freedom to act.)

RELATIONSHIPS:

This position has regular contact with the Central Region Manager, OED Manager and Buffer & Soil Loss Operations Supervisor. Work assignments and reporting are directed through the Central Region Manager with consultation from the OED Manager and Buffer & Soil Loss Operations Supervisor. Communication occurs verbally on a daily basis with staff and over the phone and through e-mail. Verbal and written communication is also required with personnel from other BWSR offices; professionals outside BWSR; personnel from other local, state, and federal agencies; local and state government officials; and the general public. Written communication is also necessary to assign and respond to work assignments when professional staff are away from the office.

KNOWLEDGE, SKILLS, AND ABILITIES:

- **Customer Service:** Customer services skills sufficient to actively listen to and understand needs and provide accurate information and appropriate alternatives in a timely, thorough, courteous, respectful, and professional manner in person, over the phone and in writing.
- **Communication:** Excellent written and verbal communication skills to write, prepare, and edit materials such as memos, procedures, reports, presentations, etc., and clearly explain, discuss, communicate and present complex ideas, regulations, policies and procedures to students, parents, staff and senior managers.
- **Computer:** Skill in desktop publishing sufficient to create content, position text and art elements from a variety of sources to design print or web pages
- **Computer:** Ability to use MS Word, Access and Excel, and other software applications to prepare, create, format, edit, print, save and/or attach a variety of documents, including emails, memos, reports, letters, presentations, spreadsheets, tables, charts, graphs, in an efficient and timely manner.
- **Bookkeeping:** Knowledge of bookkeeping practices and procedures sufficient to analyze financial transactions and assign them to specific accounts, write original journal entries that credit and debit appropriate accounts, post entries to ledger accounts, and adjust entries at the end of each accounting period.
- **Leadwork skills:** Skill in using leadwork skills to set work priorities, arrange staff coverage to meet workload needs, initiate new work assignments, and resolve work-related issues

In addition, the incumbent must possess public relations skills, the ability to work on multiple job assignments, versatility, and the ability to perform effectively under pressure. The position requires ability to gain knowledge and understanding of program areas including technical terminology and program specific software programs. The position requires strong administrative skills; personal organization skills are essential in this position. The ability to manage a large number of non-related issues, deadlines, and details simultaneously is necessary. Technical skills and abilities necessary for this position include the operation and maintenance of personal computer hardware, programs, applications, and networks; printers; copy machine; FAX machine; E-mail systems; calculator; label printer; and telephone/voicemail systems. Knowledge of BWSR policies and procedures and effective use of business communication methods are all essential. Proficient in software applications such as Microsoft Word, Excel, PowerPoint, Access and Adobe Acrobat.

PROBLEM SOLVING:

The ability to prioritize the workload to accomplish tasks by required deadlines is extremely important in this position. Creativity and flexibility is essential and is used in all aspects of office management to continually investigate and implement more efficient methods of operation. As the first contact person for many people contacting the BWSR office, the incumbent must have the ability to translate a request for information or assistance into a responsive follow-up, such as directing phone calls to the proper person or agency or providing required information directly. The incumbent will refer to and confer with appropriate professional staff and/or Central Region Manager when problems arise beyond the authority and scope of this position.

FREEDOM TO ACT:

This position will work with limited supervision by the Central Region Manager who will delegate priorities in performing daily routine assignments. The professional staff are often in travel status and the incumbent of

this position is expected to exercise good judgment and has a high degree of freedom to act within the authorities of this position while adhering to state laws and BWSR policies, rules, procedures and guidelines. Generally, workdays are organized by the employee to prioritize and accomplish routine matters. This position has a great deal of latitude to act within limits. Given an assigned task, this position has the freedom to explore how it can be accomplished. A sense of good judgment and freedom to act are integral elements of this position, and it is essential that both be of superior levels. Problems involving policy or procedure should be brought to the attention of the manager.